

Tre Hargett, Secretary of State

## State of Tennessee



Division of Human Resources and Organizational Development

312 Rosa L. Parks Avenue, 7<sup>th</sup> Floor

Nashville, Tennessee 37243-1102

615-741-7411

[sos.hr@tn.gov](mailto:sos.hr@tn.gov)

Tennessee Relay Center TDD

1-800-848-0298/Voice 1-800-848-0299

### **JOB ANNOUNCEMENT**

#### **System Administrator**

#### **Division of Information Systems**

#### **Tennessee Department of State/Secretary of State**

#### **Mission**

The mission of the Office of the Secretary of State is to exceed the expectations of our customers, the taxpayers, by operating at the highest levels of accuracy, cost-effectiveness, and accountability in a customer-centered environment.

**Supervisor:** Information Systems Director

**Summary:** An employee in this classification is responsible for the development, maintenance, and daily operation of moderate to complex information systems and other departmental systems as needed.

#### **Duties/Responsibilities**

- Develop and update plans for projects including project objectives, technologies, systems, information specifications, schedules, funding, and staffing.
- Manage project execution to continually verify project and product quality measurements.
- Evaluate and propose system and procedural changes to improve performance.
- Provide training, technical support and assistance for system users.
- Perform backups and execute systems recovery procedures as necessary.
- Interact effectively with personnel from the state Office for Information Resources (OIR), as well as establish and maintain a variety of important personal contacts with other state agencies, departmental associates and the public.
- Perform other duties as assigned.

#### **Minimum Qualifications**

##### **Education and Experience**

- Education equivalent to graduation from an accredited four year college or university. A degree in computer science or other related field of study is desirable and will be given preference. Additional experience may be substituted for the required college education on a year for year basis.

[www.tn.gov/sos](http://www.tn.gov/sos)

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- At least four (4) years of increasingly responsible experience, preferably within state government, in the field of Information Technology analysis, design, development and maintenance or related experience in the successful implementation and maintenance of Information Technology.
- Training or experience in .net, Active Directory, Windows Server, SQL Server, Exchange/Outlook, Visual Basic, Microsoft CRM and/or object-oriented database programs are desirable and will be given preference.
- Certification in Project Management will be given preference.

### Knowledge and Abilities

- Understand and analyze business practices and quickly learn the business of the organization.
- Provide consistent and effective communication tailored to the needs of the audience, including employees and vendors.
- Ability to write and evaluate a formal Request for Proposal (RFP).
- Demonstrated skill in managing technology projects including deliverables, timetables, and vendors.
- Ability to respond promptly to system issues.
- Ability to work occasionally in the evenings or on weekends.
- Customer service mindset.
- Represent department in a knowledgeable, positive and supportive manner.
- Demonstrated ability to respond in a flexible manner and to reprioritize work as situations change.
- Initiative to learn new skills.

### Physical Requirements

- Ability to regularly handle equipment weighing up to forty (40) pounds; ability to occasionally handle equipment weighing up to one hundred (100) pounds.
- Good hearing, vision and manual dexterity.

### Health, safety and materials security

- Assist the organization in creating a safe and healthy working environment by working safely with the equipment provided.
- Follow instructions given for health and safety purposes and immediately report any unsafe working practices or hazardous working conditions.
- Take whatever measures are necessary to protect materials, property, and/or work materials from loss, mutilation or theft.

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Interested parties are required to apply at [tn.gov/dohr](http://tn.gov/dohr), with position to be found by job title in the "Vacancies" section. You may email resumes to [Joe.Minn.Gentry@tn.gov](mailto:Joe.Minn.Gentry@tn.gov) to be forwarded to the appropriate entity, however an application must be submitted to be considered.

The State of Tennessee is an Equal Opportunity Employer

[www.tn.gov/sos](http://www.tn.gov/sos)

The Department of State is an equal opportunity, equal access employer.